

CLASS SPECIFICATION

County of Fairfax, Virginia

CLASS CODE: 4166 **TITLE:** Public Safety Communications Assistant Squad Supervisor
GRADE: P-21

DEFINITION:

Under the supervision of a Public Safety Communications Squad Supervisor, supervises a group of Public Safety Communicators assigned to a 12-hour shift in the Public Safety Communications Center, providing guidance and direction in the proper use of computer-aided dispatch, digital communications, telephone and radio systems; under the supervision of the Communications Center training coordinator, coordinates training for the squad to which assigned, including developing, providing, and/or coordinating classroom and on-the job training activities for individuals and groups to ensure that staff remain current with state-mandated and Center standards; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The County's Public Safety Communications Center must have at least two supervisors on duty at all times. To make allowance for supervisors on leave, each squad (i.e., shift) is staffed with one squad supervisor and three assistant squad supervisors. In the absence of the squad supervisor, assistant squad supervisors have full supervisory authority.

ILLUSTRATIVE DUTIES:

Supervises a group of Public Safety Communicators who utilize a computer-aided dispatch system, digital communications system, telephone system, and radio to receive, monitor, and record information on police, fire, and emergency medical service (EMS) calls, dispatch appropriate units to emergencies, update/make inquiries into local, state, and national computerized data bases, and provide general information to non-emergency callers;
Makes work assignments daily, ensuring all critical positions are staffed and operational;
Conducts squad's daily roll call, advising staff of policy/procedural changes and relevant information;
Evaluates and counsels employees regarding their work performance, providing constructive feedback when improvements are needed;
Recommends staff for special recognition or disciplinary action when warranted;
Serves as a Public Safety Communicator to meet an unusually heavy work load, accommodate staffing shortages, and/or maintain proficiency.
Prepares and disseminates the Daily Activity Report;
Approves employee leave requests, arranging for additional staff when coverage is short;
Monitors the progress of employees in training and ensures that training remains on schedule;
Monitors over-rings of the emergency and non-emergency telephone lines to determine a need to change configurations;
Investigates and responds to complaints against squad members;
Notifies the Public Information Office and superiors of special or significant events occurring in the County, and answers media inquiries in accordance with General Orders;
Monitors significant events to determine if additional resources or notifications are needed;

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Follows General Orders guidelines regarding the release of information;
Notifies Facilities Management Division or computer operations support staff concerning problems needing attention;
Records notifications, problems and corrective actions taken in the appropriate journals;
As the after-hours contact, makes notifications for other County agencies;
Reviews statistical management information reports for accuracy;
Reviews Tele-Serv reports entered into the CAD system for accuracy and completion.
Provides and/or coordinates the training of Public Safety Communicators on an assigned squad in all functions performed in the Communications Center, demonstrating tasks and monitoring the way employees perform them;
Trains employees in proper work procedures and the correct operation of communications equipment, including computer-aided dispatch, telephone and teletype equipment, radio transmitters, and regional communications systems;
Documents training performance on a daily basis to provide constructive feedback and a written record of trainees' performance;
Conducts/documents the skill certifications for each Public Safety Communicator on the squad;
With the Center training coordinator, develops and presents in-service and other specialized training sessions which review current policies, procedures, and skills, identify changes in them, or teach new ones;
Explains FCC rules and regulations affecting public safety communications, and monitors staff compliance with these rules;
Keeps abreast of changes in policies, procedures, and laws affecting public safety communications, and keeps squad up-to-date;
Serves as instructor in the Basic Communications School, providing all information required by the Virginia Department of Criminal Justice;
Attends training meetings and seminars to enhance skills;
Provides training on the operations of the Mobile Command Bus and Platform On Demand vehicle to ensure skilled staff is available during their activation.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the geography of the County;
Thorough knowledge of departmental policies and procedures, County ordinances, state laws, and federal regulations pertaining to public safety communications, and the ability to apply them;
Thorough knowledge of County police, fire, and EMS operations, and the ability to teach the application of this knowledge;
Knowledge of the principles of learning and training (the role of the teacher/trainer, basic learning processes, the effects of reinforcement, sanction, and practice on retention and transfer of learning);
Knowledge of the principles of supervision;

Skill in efficiently operating computer-aided dispatch, telephone and teletype equipment, radio

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dispatch consoles, and related equipment to perform all public safety communications duties, and

the ability to demonstrate these skills;

Ability to effectively train and motivate others, direct their work, and evaluate performance;

Ability to exercise sound leadership;

Ability to resolve conflict situations;

Ability to access computer information systems through the use of a keyboard;

Ability to keep clear, concise written records;

Ability to act quickly and decisively and maintain composure in an emergency;

Ability to work calmly and effectively under stress;

Ability to exercise tact and sound judgement;

Ability to analyze service delivery problems and develop solutions;

Ability to speak clearly and distinctly;

Ability to establish and maintain good working relationships with others that reflect a positive image of the Department and County.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:

High school graduation or possession of a G. E. D. issued by a state department of education;

One year of experience serving in a public safety communications center at a level equivalent to Public Safety Communicator III.

CERTIFICATES AND LICENSES REQUIRED:

Certifications in police dispatching, fire dispatching, and EMS dispatching; certifications in basic communications, first aid/cardiopulmonary resuscitation, and the Virginia Criminal Information Network (VCIN).

Certification from the Virginia Department of Criminal Justice as a Law Enforcement Instructor.

REVISED: April 28, 1998

APPROVED: October 21, 1985